

CSHS REGIONAL RESOURCE GUIDE – REGION 3

Assumption – Lafourche - St. Charles - St. James St. John - St. Mary - Terrebonne

Organization	Contact Information		Services/Information	Eligibility	Physician Referral
Advocacy Center www.advocacyla.org	Toll free Spanish/Vietnamese	800-960-7705	Legal Services Advocacy/outreach/training Education/Voting/Access	Persons with disabilities and elderly no cost to client	No
Child Care Assistance Program (CCAP) www.louisianabelieves.com	Toll free	888-524-3578 888-LAHELP-U	Child care assistance for children under 13	Financial criteria	No
Child Protection Investigation www.dcfs.la.gov	Toll free State reporting* hotline	855-4LA-KIDS 855-452-5437	Investigates child abuse and neglect/validates claims *Report if in doubt	Birth – 17 years	No
Children's Special Health Services (CSHS) www.dhh.la.gov/cshs	Main Located in Children's Hospital N.O.	985-447-0896 504-896-1340	Regional sub-specialty medical clinics and/or care coordination services Information resources	Financial and medical criteria birth – 21 years FRC – open to all	Yes – MD Diagnosis on Rx No
Family Resource Center					
Dental Services (MCNA) www.mcna.net/	Main	800-494-6262	Dental Services	Medicaid Eligible MCNA web site	No
Education/Evaluation Dept. of Education Exceptional Children Pupil Appraisal Special Services www.doe.state.la.us	Assumption Lafourche St. Charles St. James St. John St. Mary Terrebonne	985-369-2977 985-447-8181 985-758-1471 225-258-4507 985-652-9250 337-828-1767 985-851-1550	Developmental Screening; Special Education preschools; ST/OT/PT	Developmental Screenings 3 – 5 yrs Special education services 3 - 21 yrs	No
Early Intervention Early Steps www.dhh.la.gov	Main Number Toll free	985-447-6550 866-891-9044	Developmental Screening and Early intervention ST, OT, PT	Ages birth - 3 years	No
Emergency/Disaster – Am Red Cross www.redcross.org United Way Houma www.uwsla.com Dept of Family Services www.dcfs.state.la.us	Am Red Cross United Way Family Services	800-229-8191 211 985-879-2461 888-LAHELP-U 888-524-3578	Emergency relief Vietnamese/Spanish Evacuation guides 24 hr hot line-SSI; WIC; Medicaid; Food Stamps		No
Food Stamps (SNAP) Supplemental Nutrition Assistance Program www.dcfs.state.la.gov	Statewide Information	888-524-3578	Food Stamps Supplemental Nutrition Assistance	Financial Criteria	No
Health Insurance Market-Place www.healthcare.gov Medicaid/Healthy LA www.bayouhealth.com Aetna Better Health Amerigroup AmeriHealth Caritas LA HealthCare Connections United HealthCare	Statewide – National Marketplace Information Line Aetna Amerigroup AmeriHealth LA HealthCare United HealthCare	800-318-2596 855-229-6848 855-242-0802 800-600-4441 888-756-0004 866-595-8133 855-650-6627	Health Insurance plans Medicaid/Healthy Louisiana (formerly Bayou Health) Medical, Dental, and behavioral health providers and services	Financial Criteria Medicaid Eligible	No
Helpline-Healthy Louisiana Special Needs Help-line kcscallan@gmail.com	Statewide Claims Help-line * text messaging supported	504-300-5117	Medicaid/Healthy LA Free assistance with complaints/claim denials and service approvals	Child/adult medical, behavioral health & child dental claims	

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Mental/Behavioral Health – South Central Louisiana Human Service Authority www.dhh.la.gov	Terrebonne/Lafourche St John/James/Charles St. Mary/Assumption	800-840-7758 800-709-2635 985-380-2455 985-380-2460	Mental Health & Addictive Disorders	Birth – adult Call for eligibility screening	No
Mental Health Support – Louisiana Federation of Families for Children's Mental Health www.laffcmh.org	Main Number Parent Line Toll Free	225-293-3508 800-224-4010	Information & Referral; Education, training and family mentoring for BH issues; Peer to peer mentoring thru 24 yrs	Parent, Caregiver & children/youth with emotional, BH/MH issues	No
Office for Citizens with Developmental Disabilities (OCDD) Services *South Central Louisiana Human Service Authority www.dhh.la.gov Greater New Orleans Resource Center on Developmental Disabilities	Main Number Main Number (Hammond)	985-876-8805 800-861-0241 225-567-1248	Community Support; Residential Programs; Supported Independent & Extended Family living Dental; Nutrition; PT;OT; Early Steps; Nursing; Social Work; Mental Health; DD Technical Assistance; DD Education	Developmental disability eligibility criteria- Includes Autism, MR; Severe CP & Epilepsy	No - MD signs form during enrollment
Peer Support Families Helping Families Bayou Land www.blfhf.org Bayouland FHF Information Center www.blfhf.org	FHF Main Toll free Family2Family Info Center	985-447-4461 800-331-5570 800-331-5570	Information & Referral; Education & Training; Peer to peer support	No out of pocket cost	No
Prescription Assistance Partnership for Prescription Assistance www.pparxla.org CENLA (CMAP) Wal-Mart walmart.com Target target.com Kmart kmart.com	PPA CENLA Local area store	888-477-2669 888-443-7494 Call store	Prescription Assistance Low/no cost Prescription Assistance \$4-5/30 day supply Kmart \$10/90 day	Financial criteria Financial criteria No eligibility criteria* generic formulary	No
Shriner's Hospitals for Children www.shrinershospitals.org	Main	318-222-5704	Orthopedic conditions Surgery/Therapy/Equipment	No out of pocket cost, must keep appts	Diagnosis from MD
Social Security Disability Income - SSI www.ssa.gov	National SSA	800-772-1213	Income for disabled *Reapply if denied	Medical Criteria	Diagnosis from MD
Transportation – Medical Appointments Medicaid/Healthy LA www.dhh.la.gov	Medicaid Aetna Amerigroup AmeriHealth Caritas LA HealthCare United HealthCare	855-325-7565 877-917-4150 866-430-1101 888-913-0364 855-369-3723 866-726-1472	Non-emergency medical transport (cab) to/from medical visit- parent/child *Must schedule 2 days before appointment	Medicaid Eligible	No
Vocational Rehab Louisiana Rehab Services (LRS) www.laworks.net	Regional Office Houma	985-857-3652	Voc rehab & work support for persons with disabilities Voc counseling	Eligibility criteria - Eligibility assessment	No
WIC – Nutrition Support Women Infants and Children (WIC) www.fns.usda.gov/wic	Lafourche Terrebonne St. Mary St. Charles St. John National Referral line	985-447-0921 985-857-3601 985-380-2441 985-785-2314 985-536-2172 800-251-2229	Food and formula vouchers/nutrition education/breastfeeding support	Must keep MD appointments	Yes - MD signs application